


Office of Regulatory Services, Department of Human Resources

Touching the lives of Georgians
through licensing
facilities and providers

ORS Mission

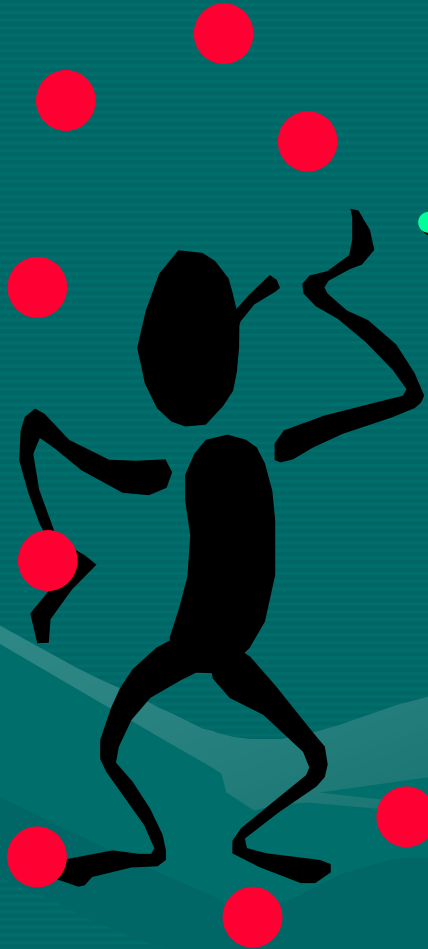
Promote the delivery of safe and healthy services by regulated providers through our information, inspection, and enforcement efforts.

A faint, stylized illustration of two hands shaking is visible in the background, positioned below the mission statement text. The hands are rendered in a light teal color, matching the overall theme of the slide.

Regulatory Hats We Wear

- State licensure laws and regulations only
- Federal certification regulations only
- Both licensure and federal regulations

What We Regulate...



- Services delivered through more than 13,000 Facilities/Providers in Acute Health, Long-term and Residential Child Care settings

Acute Health Care

Type	#	C.O.N.
Ambulatory Surgery Centers	247	Yes
Birthing Centers	1	Yes
C.L.I.A. Laboratories	737	No
Comprehensive Outpatient Rehab	2	No
Drug Abuse Treatment	231	No
End-Stage Renal Disease	226	No
Eye Bank	1	No
Health Maintenance Organizations (DOI)	13	Yes
Home Health Agencies	101	Yes
Hospices	141	No
Hospitals	183	Yes

Acute Health Care continued...

Type	#	C.O.N.
Intensive Residential Treatment	7	Yes
Intermediate Care/MR	11	Yes
Mammography Machines	236	No
Maternity Homes	4	No
Narcotic Treatment Centers	31	No
Outpatient Physical Therapy	101	No
Private Home Care Providers	594	No
Rural Health Clinics	91	No
State-licensed labs	422	No
Traumatic Brain Injury	5	Yes
X-Ray Machines	6,972	No

Long-Term Care

Type	#	C.O.N.
Adult Day Care Centers (unfunded)	?	No
Community Living Arrangements	319	No
Nursing Homes	376	Yes
Personal Care Homes	1737	Yes>24

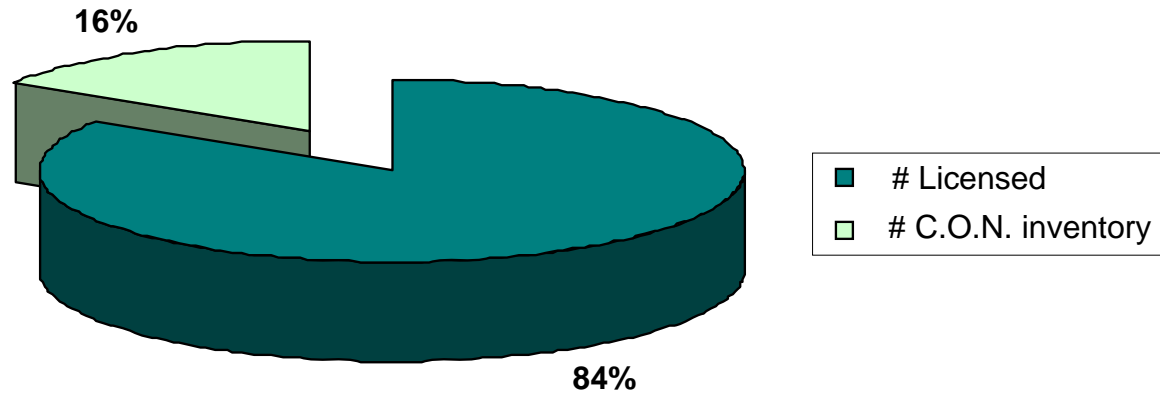
Residential Child Care

Type	#	C.O.N.
Child-Caring Institutions	372	No
Child-Placing Agencies	77	No
Outdoor Therapeutic Camps	10	No

AmSurg-C.O.N. Facilities

Licensed Ambulatory Surgical Treatment Centers
% with C.O.N.s
N=247

46 centers w/ C.O.N.s



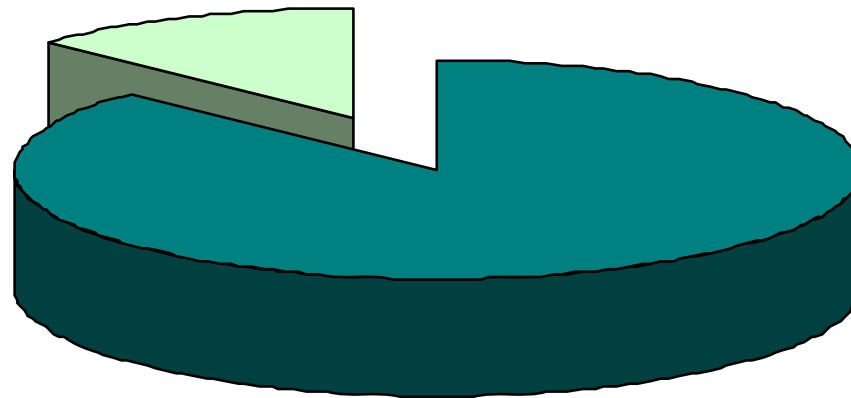
201 centers w/o C.O.N.s (either L.N.R. or grandfathered)

PCH - CON Facilities

Licensed Personal Care Homes
% w/ C.O.N.s
N=1747

254 homes w/ C.O.N.s

13%



■ # Licensed
■ # C.O.N inventory

87%

1493 homes w/o C.O.N.s

Who's Doing The Regulating

- ORS surveyor staff
 - registered nurses
 - social workers
 - medical technologists
 - x-ray technologists
 - pharmacist
 - other health care professionals

How We Regulate...

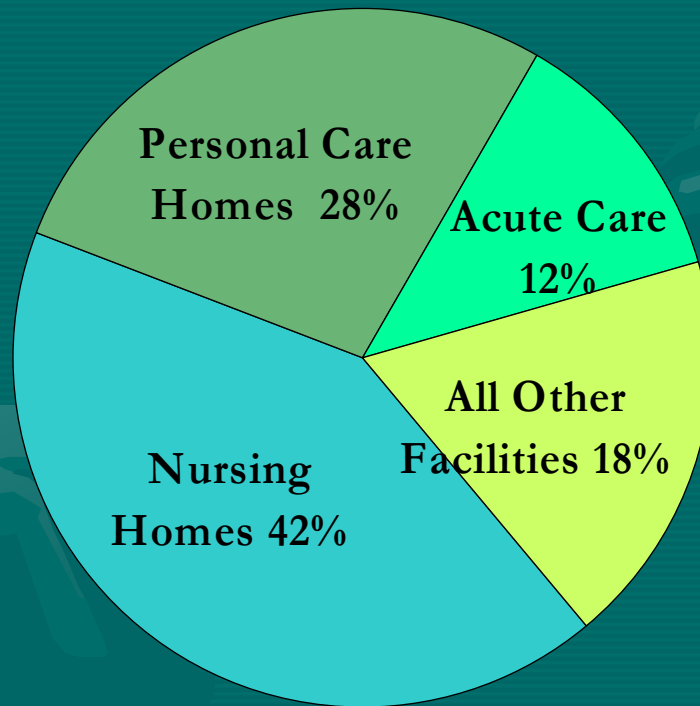
- Annual inspections in certain facilities
- Adjusted risk-based periodic inspections
- Complaint investigation surveys in all facilities
- Follow-up visits
- Monitoring facility self-reports of serious incidents
- Enforcement actions

What We Look At When We Inspect

- Compliance with state/federal regulations that set basic safety standards by reviewing
 - care provided
 - kinds of services provided
 - staffing and credentialing
 - systems for ensuring quality of care
 - facility and equipment

Complaints Received In FY 06

- *3,194 Complaints*



Complaint Investigation Process

- Receive Complaints
 - complaint intake phone lines
 - ORS web site
 - in writing
 - news reports
- Triage to assign investigation priority: 2, 10, 45 days if regulatory

Complaint Process Continued...

- Send complainant acknowledgement letter
- Investigate complaint
- Issue inspection reports if violations found
- Send letter to complainant summarizing what we did, what we found

Quality Initiatives: What ORS Is Doing

- Changing rules to require self-reporting of sentinel (serious) patient care events
- Monitoring root cause analyses on reported sentinel patient care events
- Partnering with provider associations in quality improvement training
- Posting inspection reports to ORS web site—over 8,500 reports are currently on line www.ors.dhr.georgia.gov



ORS Inspection Reports On-Line

Facilities Meeting Search Results Details

The information being displayed on this site was believed to have been current as of JUN 28, 2006 . However, unanticipated delays in updates, lack of notification by the facilities, or inadvertent omissions may affect the timeliness and accuracy of the data currently being displayed.

COLONIAL GARDENS WNR ROBINS #2

[Map](#) [Driving Directions](#)

Basic Information:

COLONIAL GARDENS WNR ROBINS #2
903 HIGHWAY 96
WARNER ROBINS, GA 31088-
Telephone: 4789878988 FAX:

Mailing Address:

903 HIGHWAY 96
WARNER ROBINS , GA 31088

Additional Information:

Accreditation Status: Unknown
Administrator: Ms. DIANNA SHANNON
Title:

Licensed Capacity:

23

Inspection Summary Report

If you click on either the "PDF" or "HTML" format under "View Report?", " the screen will display a detailed description of the survey inspection report for the rule violations, if any, that were identified when licensing staff conducted either a regular on-site survey, an investigation or a follow- up inspection on that date. When viewing the details of the inspection report, you can obtain additional information about what the report means by clicking on "More Information" which appears at the bottom of each page of the report.

Dates of Inspection	Type of Inspection	Violation Found?	Initiated by Facility?	View Report?
10/12/2005	Investigation	NO	NO	PDF HTML
07/28/2005	Followup Inspection	NO	Not Applicable	PDF HTML
06/02/2005	Annual Inspection	YES	NO	PDF HTML

[Return for
Other Searches](#)



Questions ??

- Thank you for the opportunity to provide this information to you.



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Georgia Department of Human Resources
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